में स्थानीय गाड़ियां भी चल रही हैं गाड़ियों के बीच के अंतराल को कम करके 3 मिनट करने के लिये बम्बई नगरीय परिवहन परियोजना–II के अन्तर्गत वित्तीय सहायता के लिये विश्व बैंक को अनुकूलतम योजनाओं की रूपरेखा प्रस्तुत की गई है । बहरहाल, किसी अंतिम निर्णय पर नहीं पहुंचा गया है ।

Refund of an unused ticket

291. SHRI GURUDAS DAS GUPTA:

SHRI CHATURANAN MISHRA:

Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that the Northern Railway unauthorities were directed by the Delhi Consumer Court to pay interest on the refund amount of an unused ticket from two weeks after the date of surrender of the ticket till the day the amount was refunded; and

(b) if so, what are the reasons for taking months together for refund of the unused ticket and measures being taken to ensure that such refund is made within a short period of time?

THE MINISTER OF RAILWAYS (SHRI C. K. JAFFER SHARIEF): (a) Yes, Sir.

(b) Normally refunds on unused tickets are ranted by the Railway at the station which issued the ticket, immediately on production of the ticket at the counter meant for the purpose within the prescribed period of time. When submission of the ticket is delayed beyond the prescribed time, and applications are made to the Railway Head-quarter in special circumstances, delay takes place on account of the following:—

(i) Verification of genuineness of ticket and their particulars from the ticket issuing stations.

(ii) Verification of non-performance of journey on unused portion of the ticket.

(iii) Non submission of original documents.

(iv) Receipt of application for refund at wrong address thereby necessitating transfer of the case to the concerned railway.

In the recent past, a number of measures have been taken to enable more passengers to get refund at the station itself. These measures are as under:—

(i) Time limit for getting refund on tickets of more than 500 kms has been raised to 12 hrs, after departure of the train.

(ii) For night trains leaving after 2100 hrs. refund has been made admissible at the station within first 2 hrs. of opening of reservation office in the following morning also.

(iii) Station masters incharge of 390 important stations all over Indian Railways had been delegated special powers to grant refund even after the prescribed time limit, on tickets issued from their stations.

(iv) With effect from 1.8.94, refund has been made admissible at all stations on Indian Railways, before preparation of charts, if verification of ticket pariculras is possible through computer, so that Passenger can take cash refund from other stations also.

(v) The monetary powers of Commercial Officers for grant of refund on unused/partially used tickets have been considerably enhanced to enable expeditious disposal of refund cases.

Participation of State Governments for development of Propects

292. SHRI SURESH KALMADI: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that Indian Railways propose to invite equity participation from different State Governments for development of certain specific projects; and